

Comprehensive Limited Lifetime Product Warranty

For ARTEMA Complete Fiberglass Entry Door Systems

Applicability

This warranty applies to all ARTEMA fiberglass entry door systems (pre-hung and prefinished) sold in North America that are purchased directly from ARTEMA or from one of ARTEMA's authorized dealers on or after February 1, 2026.

This warranty is extended to the original purchaser for the residential structure in which the door was originally installed. The warranty period commences on the date of product delivery, contingent upon receipt of full payment for the product.

Transfer of Warranty

This warranty is provided exclusively to the original purchaser of the product and applies only while the product remains installed at the original property and owned by the original purchaser. This warranty is not transferable, assignable, or conveyable to any subsequent owner, tenant, or other party. Any transfer of the property or change in ownership shall immediately void this warranty.

Paint & Stain

Factory-applied paint and stain finishes on ARTEMA fiberglass doors are warranted, under normal residential use and service, to be free from defects in material and workmanship resulting in cracking, peeling, or excessive fading for a period of ten (10) years from the date of original sale.

This warranty applies only to products that have been factory finished by ARTEMA and installed, used, and maintained in accordance with the ARTEMA Care and Maintenance Guide available at ArtemaDoors.com. Proper maintenance of the topcoat finish by the owner is a condition of this warranty. Failure to follow the required care and maintenance procedures may void this warranty.

Use of abrasive cleaners, harsh chemicals, solvents, pressure washing, or other improper cleaning or maintenance methods may damage the finish and may void this warranty.



This warranty does not cover normal weathering. Normal weathering includes, but is not limited to, minor fading, chalking, loss of gloss, or gradual color change resulting from exposure to sunlight, ultraviolet (UV) radiation, temperature fluctuations, moisture, airborne pollutants, salt air, or other environmental conditions.

Finish performance may vary depending on exposure conditions. Installations in coastal environments, high humidity regions, areas with intense sunlight, or locations without adequate protection from the elements may experience accelerated weathering, which is not considered a defect.

Very dark colours or finishes exposed to high heat or prolonged direct sunlight may increase surface temperatures and contribute to faster fading or finish degradation. Such conditions are not considered manufacturing defects.

For optimal performance, ARTEMA recommends installation within a protected opening with adequate overhang. Doors installed without sufficient protection from direct weather exposure may experience accelerated finish wear, which is not covered under this warranty.

If a defect covered under this warranty occurs within the applicable warranty period, ARTEMA will, at its sole discretion, refinish, repair, or replace the affected component. Such remedy shall constitute the sole and exclusive remedy under this warranty.

ARTEMA is not responsible for labour, installation, finishing, removal, refinishing, shipping, or other costs associated with the repair or replacement of any product or component unless otherwise required by applicable law.

Due to natural weathering and aging, replacement components or refinished surfaces may not match the colour or finish of surrounding materials or previously installed products. Such variations are not considered defects and are not covered under this warranty.

Decorative Hardware Warranty

ARTEMA offers a wide variety of hardware options from trusted industry suppliers. Warranty coverage for decorative hardware, including handle sets, locks, and accessories used with ARTEMA fiberglass entry door systems, is provided directly by the respective hardware manufacturer.

ARTEMA does not independently warrant these hardware components. For complete warranty terms, coverage details, limitations, and claim procedures, purchasers should



refer to the warranty documentation provided by the hardware manufacturer or visit the manufacturer's website.

While ARTEMA may assist in facilitating communication with the hardware supplier where reasonably possible, all warranty obligations related to hardware remain solely with the original hardware manufacturer.

Glass Warranty

The glass in your ARTEMA door is thoughtfully selected to complement the beauty and performance of your entire entry system. While we design every door to the highest standards, the warranty for glass components is provided directly by our trusted glass manufacturers.

ARTEMA does not independently warrant these components but will facilitate warranty service where applicable. Our glass suppliers follow industry-standard guidelines for quality and performance. However, their coverage does not include the following items:

- Minor scratches or imperfections not visible from over 3 feet away
- Slight variations in caming or decorative glass tones
- Cracks or breakage caused by impact or accidents
- Condensation due to excessive indoor humidity (ensure your HVAC system is balanced, and floor vents aren't directed at the glass)

Limitations and Exclusions

At ARTEMA, we craft premium fiberglass door systems designed to last. To help maintain the beauty and performance of your investment, here's a transparent overview of what is not covered under the warranty – along with a few care reminders to keep your door looking and performing its best.

For detailed care and maintenance tips, visit our website at ArtemaDoors.com/care. A little maintenance goes a long way in preserving the lasting beauty of your door. Natural Aging & Everyday Wear Surface weathering and normal use of components like weatherstripping, door sweeps, caulking, and hardware are considered part of regular homeownership. These items may require occasional upkeep as they naturally wear over time.



Minor Surface Marks

Small scratches or minor visual imperfections that don't affect performance are considered normal and not covered. We take great care to ensure your door leaves our facility in excellent condition, but slight variations may occur.

Finish Maintenance

To preserve the beauty of your painted or stained door, regular maintenance is required. Failing to refinish or clean your door according to ARTEMA care instructions can lead to issues that aren't covered under warranty.

Harsh Exposure Conditions (e.g., Waterfront Properties)

For installations in areas subject to high moisture, wind, or UV exposure—such as lakefront, oceanfront, or riverfront homes—additional protective measures are required to maintain warranty coverage. Failure to meet these protective requirements in harsh exposure environments may void specific portions of the warranty, including coverage on finish, glass seals, and structural integrity. For clarification on any warranty terms or conditions, please contact ARTEMA directly.

- **Ground Level Installations:**

For entry systems installed at ground level in high-exposure environments, a covered overhang of at least 6 feet in depth is required for all configurations. This protection helps minimize direct exposure to wind-driven rain, salt spray, and excessive UV.

- **Elevated Installations:**

For doors installed on second levels or elevated decks where they are more directly exposed to the elements, greater overhang protection or additional shielding measures may be necessary. In these cases, ARTEMA reserves the right to assess the installation on a case-by-case basis to determine warranty eligibility.

Routine Inspections After Severe Weather

It's a good habit to inspect your door after significant storms. Homeowners are responsible for ensuring their door system is not damaged by wind-driven rain or debris. Lack of proper care may void warranty coverage.

Extreme Environmental Conditions

Events like hurricanes, tornadoes, and hailstorms are beyond any manufacturer's control. While ARTEMA doors meet stringent standards, it's important to choose a system appropriate for your location.



Storm Doors

While ARTEMA doors can be built to accept a storm door, installing one will void the warranty. Storm doors trap heat and moisture, which can damage the door's finish, core, or seals over time.

Natural Characteristics of Fiberglass Doors

Minor bowing or warping of the door panel is a normal characteristic of an entry door and does not constitute a defect. This typically happens in composite materials due to temperature fluctuations, humidity or moisture gradients or can happen with dark finishes exposed to direct sun where more heat is absorbed. However, if the result of this movement affects the door's ability to operate normally, ARTEMA will evaluate the issue and take corrective action as warranted.

Alarm System Installation

Damage caused by drilling or improper installation of alarm hardware is not covered. Always use a certified installer when integrating security systems.

Improper Use or Alterations

Modifying your door, using it in unintended ways, or damage from accidents, negligence, or abuse will void the warranty. Use only authorized parts and installers to protect your investment.

Suitability & Compliance

The purchaser is responsible for ensuring that the selected door system complies with all applicable local building codes. ARTEMA is not liable for damages or defects arising from improper use, installation, or failure to comply with local regulations.

Product Revisions

ARTEMA reserves the right to discontinue or modify any fiberglass entry door or component it manufactures. If a part or component originally installed is no longer available and a replacement is required under warranty, ARTEMA may substitute a part of equal or superior quality and value, as determined at its sole discretion. If a suitable replacement is not available, ARTEMA reserves the right to refund the original purchase price of the door (excluding installation and related labor costs) to the original single-family homeowner.



Final Terms

This limited warranty sets forth the maximum liability for all ARTEMA fiberglass front entry door systems and is the only warranty—written, oral, expressed, or implied—provided by ARTEMA. No employee, representative, or third party is authorized to make any modifications or assume any responsibility, obligation, or liability on behalf of ARTEMA beyond what is stated in this warranty.

This warranty and the terms contained herein constitute the entire agreement between ARTEMA and the purchaser. The purchaser's sole and exclusive remedy for any loss or damage arising from any cause whatsoever shall be limited to the remedies specifically described in this document.

Any implied warranties that cannot be disclaimed under applicable law are limited in duration to the shortest period permitted by law and shall not exceed the coverage provided by this limited warranty. Any product or component not explicitly covered by this warranty is provided "as is" and without warranty. This warranty provides specific legal rights, and you may also have other rights that vary by jurisdiction. In no event shall ARTEMA be liable for incidental, special, or consequential damages. ARTEMA's total liability under this warranty shall not exceed the original purchase price of the affected door system or component. This warranty also requires that ARTEMA or its authorized representatives be given access to any nonconforming product for inspection and evaluation.



Warranty Claims

To initiate a warranty claim, please contact ARTEMA within sixty (60) days of noticing the issue. Include:

- Claimant's name, address, and contact information
- Product information such Dealer and location of purchase, ARTEMA SO# (if applicable)
- Description and photographs of the issue
- Fees may apply to on-site inspection

You may submit warranty claims through our website or by mail:

Website: <https://artemadoors.com/service/>

Mailing Address:

Artema
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PO Box 240
Durham, ON, N0G 1R0